

## EXPERIENCE

03/2023 - 08/2023

### **eLearning Manager** Ideal Health

Worked closely with a major NHS healthcare provider to determine their e-learning needs in the rollout of a new electronic health record system from EPIC. Designed and developed an accessible e-learning template for presenting the system workflows, providing interactive steps and knowledge checks, and recording completion to the LMS. Over 800 e-learning modules were delivered and the new EHR system was successfully launched in October 2023.

10/2021 - 02/2022

### **eLearning Developer** Ideal Health

Assessing learner needs and participating in client meetings, storyboarding, and using Adobe Captivate 2019 to develop high-quality e-Learning training modules and assessments in a fast-paced environment.

09/2005 - 09/2020

### **Instructional Designer** at Saudi Aramco, Dhahran, Saudi Arabia

Developed and maintained online and blended training programs for around 2,000 new employees every year. Some of our programs targeted all current employees - a population of over 70,000 locals and expatriates. Evaluated current training needs by conducting training needs assessments. Used the ADDIE instructional design model and online prototyping tools including storyboarding and scripting to develop and implement appropriate L&D solutions. Developed and maintained over 15 different blended learning programs covering eLearning, websites, training manuals, mentoring programs, user guides and books. Prepared training videos, and interactive training software simulations. In 2019, our curriculum won the prestigious UK award for *Best L&D initiative - Private Sector* from CIPD.

06/2003 - 09/2005

### **IT Instructor** at Saudi Aramco, Dhahran, Saudi Arabia

Teaching IT programs in Cybersecurity; IT Computer Literacy; MS Word, Excel, PowerPoint & Access; and office skills courses including Human Resources systems, materials management, and secretarial skills.

06/2002 - 06/2003

### **IT Teacher** at St Georges NHS, London, UK

Organizing and delivering IT training sessions for hospital staff.

## EDUCATION

11/2001

### **MSc Computing (Software Engineering)** Bournemouth University, UK

OO Analysis & Design using UML, C++, Project management, Networking

06/1995

### **BSc Applied Psychology & Computing** Bournemouth University, UK

Human Computer Interaction, Ergonomics, User-centred systems design

## CERTIFICATIONS

**Professional member (MBCS)** of The Chartered Institute of IT (BCS) since 2016

**Master E-Learning Instructional Designer** from ATD in 02/2020

**Certificate in Designing Virtual Training** from ATD in 05/2020

## SKILLS

Excellent interpersonal and communication skills. Supervisory and leadership experience.

Adaptable to new situations and able to learn quickly. Able to work well under pressure and to tight deadlines, individually and as a team.

Technical skills: Adobe Captivate; HTML5, CSS, and JavaScript; Photoshop, Illustrator and Premiere Pro; Articulate Storyline; LMSs including Moodle, SABA & Blackboard.